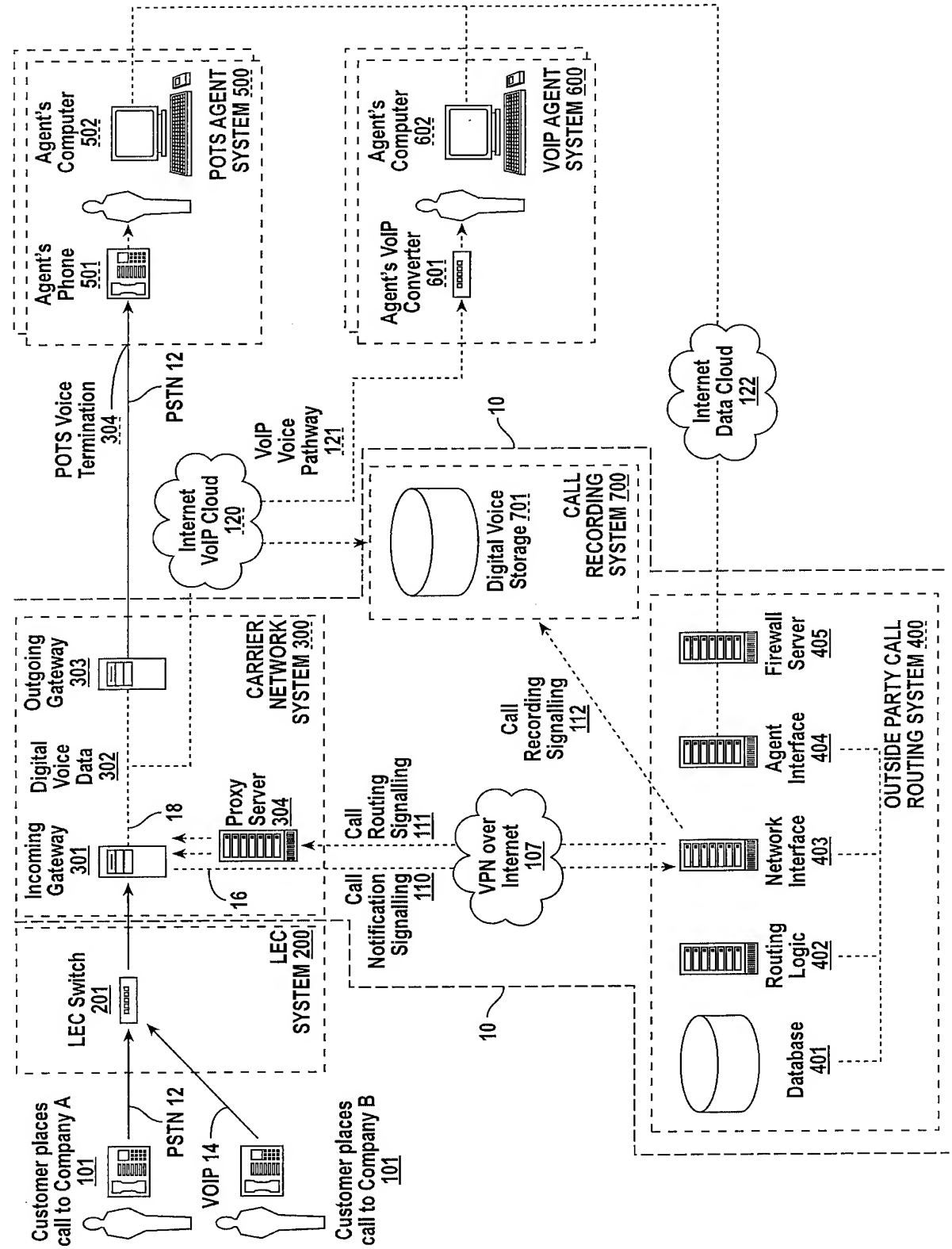
Agent's Computer 502
POTS AGENT SYSTEM 500
Agent's Phone 501
Agent's Computer 602
VOIP AGENT SYSTEM 600
Agent's VoIP Converter 601
POTS Voice Termination 304
PSTN 12
VoIP Voice Pathway 121
Internet VoIP Cloud 120
Internet Data Cloud 122
10
Digital Voice Storage 701
CALL RECORDING SYSTEM 700
Outgoing Gateway 303
CARRIER NETWORK SYSTEM 300
Digital Voice Data 302
Incoming Gateway 301
18
Proxy Server 304
Call Routing Signalling 111
Call Recording Signalling 112
VPN over Internet 107
Call Notification Signalling 110
16
Firewall Server 405
Agent Interface 404
Network Interface 403
Routing Logic 402
Database 401
OUTSIDE PARTY CALL ROUTING SYSTEM 400
LEC Switch 201
LEC SYSTEM 200
Customer places call to Company A 101
PSTN 12
VOIP 14
Customer places call to Company B 101

FIG. 1